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To: Microsoft ATR
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Subject: Microsoft Settlement

As a result of their monopoly, Microsoft is able to deliver a very poor quality product. For example in my own case the following have occurred.

1. About 5 years ago I installed Internet Explorer (a Microsoft program) and immediately my Netscape web browser stopped working. It was necessary to remove both Internet Explorer and Netscape browser and reinstall Netscape to get the browser to work. Microsoft would probably suggest User error or some such, however; a search of the internet indicated mine was not an isolated incident.
2. Installed Windows 3.1 and found there was no compression software in the program as advertised. It turns out Microsoft was forced to remove the compression software because they "borrowed" it from another company.
3. Recently installed Microwoft Windows 98 second edition. Unfortunately, more quality problems, Microsoft included an invalid code to activate the the Operating System. Three days later the vendor supplied me with the proper code. In this case the code was one digit short. Since this code obviously uses a complex algorithm I can understand generating the wrong code, but missing one entire digit is just plain sloppy and displays once again a don't give a damn attitude.
4. My current copy of win98 is painfully slow when performing line printing. Slower than DOS, WIN 3.1, WIN 95, or Linux. Suspect another quality problem, but not defined as yet.
5. Last week I installed Quicken Turbo Tax. My first unrecoverable error in that program pointed at Internet Explorer. (a Microsoft Program)

I would like to dump Microsoft, but they have forced virtually all the application vendors to use their OS to the exclusion of other Systems. The susceptibility of Microsoft software to rogue virus programs is well known. This is scary, particularly when Mr. Gates says he will make security his main emphasis. Frankly its, way, way late for this "action". I put these statements in the same category as his highly publicized charitable contributions -- Public Relations WINDOW dressing.

My understanding of the penalties assessed Microsoft because of the antitrust suit, were minuscule and will not inhibit their monopolistic operation. I believe the chances for real originality and creativity in the home computer industry has been greatly weakened. Sadly it looks

like our Judiciary caved in and lost this one to Micro\$oft. Sadly so did the people.

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